

**Rhonda J. Johnson** Vice President Regulatory SBOULES GNAL 225 W. Randolph Floor 27B Chicago, IL 60606

312.220.2345 Phone 312.977.6434 Fax rj1852@ameritech.com www.sbc.com

98-0252/98-6335/00-0764 Service Quality Measurement Report

## OFFICIAL FILE ILLINOIS COMMERCE COMMISSION May 27, 2004

Ms. Elizabeth A. Rolando Chief Clerk Illinois Commerce Commission 527 East Capitol Avenue Springfield, Illinois 62701

Re: Alternative Regulation Service Quality Measurements

Dear Ms. Rolando:

Illinois Bell Telephone Company ("SBC Illinois" or the "Company), with this letter, submits service quality measurement results for the month of April, 2004. These results implement the Commission's requirements pursuant to its review of alternative regulation. See Illinois Bell Telephone Company Application for Review of Alternative Regulation Plan, Docket 98-0252/98-0335/00-0764 (consol.), Order, released December 30, 2003 at pages 179-221.

An additional copy of this memorandum is enclosed. Please stamp-file and return to the undersigned.

Sincerely yours,

Rhonda J. Johnson

Vice President-Regulatory

hind John

555 E. Cook, FIr 1E

Springfield, IL 62721

RJJ:jga

Enclosure

CHIEF CLERK'S OFFICE

SO & G LS YAM MOOS

COMMERCE COMMISSION IFFINOIS

netd mc 0S/27 mc



## SBC Illinois Alternative Regulation Service Quality Report 2004

Alternative Regulation

	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ę,	Regulation Benchmark
Measure #1: Installation within 5 Business Days	98.81%	99.14%	99.02%	98.78%									98.93%	<i>~.uu'u6</i>
Measure #2: Trouble Reports per 100 Access Lines	1.22	1.22	1.68	1.46									1.40	2, 96.
Measure #3: Out-of-Service over 24 Hours	3.1%	3.3%	3.5%	4.1%									3.5%	7,0%
Measure #4: Operator Speed of Answer- Toll, Assistance and Information	5.10	4.80	4.90	4.70									4.88	5729 s
Measure #5: Repeat Trouble Rate Installation	11.70%	11.99%	12.57%	12.67%									12.22%	16.94%
<u>Measure #6:</u> Repeat Trouble Rate Repair	9.09%	9.21%	9.50%	9.51%									9.35%	13.92%
Measure #7: Missed Installation Commitments	2.74%	2.77%	2.41%	2.57%									2.63%	[1680].
<u>Measure #8;</u> Missed Repair Commitment	7.13%	7.31%	8.42%	9.49%									8.19%	9.58%
<u>Measure #9:</u> Average Speed of Answer-Repair	19.62	15.71	26.64	18.97									20.64	60 secs
Measure #10: Average Speed of Answer- Customer Calling Centers	101.27	49.23	52.16	36.10									60.78	60 secs